



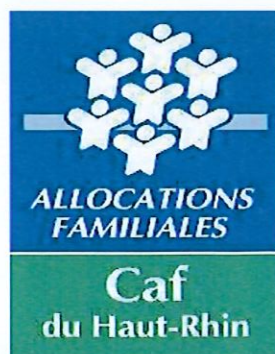
SAINT-LOUIS  
Agglomération  
Terres d'avenir

LES LOUSTICS

OPERATIONAL HANDBOOK



Les Loustics Day Nursery  
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AUGUST 2023



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## INTRODUCTION

On 1<sup>st</sup> January 2017, the Reorganisation of French Regions (NOTRe) legislation came into force. This required local authorities, with a population of less than 15 000 inhabitants, to amalgamate in order to reach this population size.

Thus the "Combined Communes" of Porte du Sundgau, Pays de Sierentz and the "Combined District Council" (Communauté d'Agglomération) des 3 Frontières have merged to become: SAINT-LOUIS AGGLOMERATION.

This new entity, comprised of 40 *communes*, covers a surface area of 269 km<sup>2</sup> and includes approximately 84,000 inhabitants.

The Saint-Louis Agglomeration delivers "Early Years" services, which is an optional service that was previously fulfilled by the Community Council of Porte du Sundgau.

This new region offers families an Early Years service that incorporates:

4 Day Nurseries with 2 different management structures.

➤ Direct Management (Board):

Tom Pouce Flexible Attendance Nursery  
3 rue Oberdorf 68220 HAGENTHAL-LE-BAS  
Tel: 03.89.68.15.99  
Email: [tompouce@agglo-saint-louis.fr](mailto:tompouce@agglo-saint-louis.fr)

Les Loustics Flexible Attendance Nursery  
22 rue de Belfort 68730 RANSPACH-LE-BAS  
Tel: 03.89.68.26.21  
Email: [loustics@agglo-saint-louis.fr](mailto:loustics@agglo-saint-louis.fr)

➤ Delegated Management under the DSP Framework (Délégation de Service Public [Public Services Outsourcing]):

Les Trois Cygnes  
3, Rue des Cygnes – 68440 LANDSER  
Tel: 03.89.26.86.94  
Email: [multiaccueil@creche-landser.fr](mailto:multiaccueil@creche-landser.fr)

Les Lucioles  
55, rue Rogg Haas – 68510 SIERENTZ  
Tel: 03.89.26.26.29  
Email: [multiaccueil@creche-sierentz.fr](mailto:multiaccueil@creche-sierentz.fr)

3 RPEs (Relais Petite Enfances [Early Years Support Hubs]):

Hagenthal-Le-Bas RPE  
3 rue Oberdorf  
68220 HAGENTHAL-LE-BAS  
Tel: 03.89.68.14.10

Huningue RPE  
6 rue des Boulangers 68330 HUNINGUE  
Tel: 03.89.70.93.68  
Sierentz RPE  
57 rue Rogg Haas 68510 SIERENTZ  
Tel: 03.89.28.59.14

"Tom Pouce" and "Les Loustics" are run in accordance with the provisions of Decree No. 2021-1131 of 30 August 2021, relating to establishments and services that provide childcare for children under 6 years and modifying the Public Health Code (regulatory provisions). The operation of the Nurseries also takes into account the various directives issued by the Upper Rhine CAF (Caisse des Allocations Familiales [Family Benefits Fund]) and the PMI (Protection Maternelle et Infantile [Mother and Child Protection]), as well as this Handbook which has been approved by the Community Council.

"Tom Pouce" Day Nursery opened its doors to the public in Hagenthal-le-Bas in January 2002, following a large-scale building refurbishment funded by financial aid from the CAF (Family Benefits Fund), Upper Rhine District Council, Alsace Regional Council and the State. Building work was undertaken during the summers of 2012 and 2013 in order to increase capacity, which grew progressively from 20 to 25, and then to 30 places, which has been the capacity since September 2014.

A 2002 survey Porte du Sundgau inhabitants and the 2005 *Département* Plan both confirmed the need to create a second Early Years facility. So in March 2008, a day nursery with the capacity to accommodate 30 children was opened in Ranspach-le-Bas.

The building was financed by the Upper Rhine Family Benefits Fund, Upper Rhine District Council, Alsace Regional Council, ADEME (Environmental Agency), the State (DDR subsidies for rural areas) and the Saint-Louis and Trois Frontières District.



# MAP





## 1. ROLES AND RESPONSIBILITIES

### 1.1. ADMINISTRATION

The administration of nursery staff is subject to the rules of the French Civil Service. The Saint-Louis Agglomeration, represented by its President, oversees the running of the facility.

The contact details for the Saint-Louis Agglomeration (SLA) head office are:

SAINT-LOUIS AGGLOMERATION  
Place de l'Hôtel de Ville  
CS 50199  
68305 Saint-Louis Cedex  
Tel: 03.89.70.90.70  
Fax: 03.89.70.90.85  
[www.agglo-saint-louis.fr](http://www.agglo-saint-louis.fr)

The President is criminally, civilly and administratively liable for the organisation. He ensures that relevant legislation is respected in community institutions. The Saint-Louis Agglomeration is run by a Community Council whose regular meetings are open to the public.

The facility is managed jointly on a day-to-day basis by the Nursery Management Team and the administrative departments of the Saint-Louis Agglomeration. Together, they look at and resolve any operational and security issues; ensure partnership working with the CAF (Family Benefits Fund), the CeA departments (Collectivité Européenne d'Alsace [European Collectivity of Alsace]); apply for grants; source suppliers and agents, and manage Nursery employees (recruitment, training, appraisal, etc.) within the regulations set out in the Operational Handbook.

The Nursery has "Civil Liability" insurance compliant with law N°2003-706 of 1st August 2003, covering children against injury caused by any member of staff (including the administration of medical treatment and care) or by other children.

### 1.2. NURSERY STAFF

The staff employed by the Saint-Louis Agglomeration, and under the authority of its President, is comprised of a multidisciplinary team.

#### 1.2.1. Manager

The Nursery is managed by an experienced Early Years Educator who:

- ☐ Implements previously defined plans, in agreement with the Saint-Louis Agglomeration President and administrative services;
- ☐ Ensures the building is fit for purpose, and ensures the safety of the children, staff and trainees;
- ☐ Is responsible for organising the staff's workload depending on the children's attendance schedule;
- ☐ Implements the school plan and ensures that the processes and procedures set out in the Operational Handbook are followed;
- ☐ Provides information about the running of the Nursery to any interested party;
- ☐ Is responsible for the admission and enrolment of families.
- ☐ Reports any serious accidents that occur on the premises or during activities to the PMI (Mother and Child Protection);
- ☐ Is responsible for compliance with current legislation concerning accreditation and the supervision of children by qualified staff;
- ☐ Is the point of contact for the various partners (CAF, PMI, and Saint-Louis Agglomeration).

### 1.2.2. Head of Health and Hygiene / Depute

A State-qualified Nurse or Nursery Nurse will assist the Manager, ensuring continuity of Nursery management in their absence, and take on any other relevant duties.

She/he works with a group of children, but is also granted administrative time to carry out other specific tasks (e.g.: policies, ordering meals, hygiene products, baby foods, etc.). She/he works with the Health and Inclusivity Doctor to oversee the implementation of preventive hygiene measures in the event of contagious diseases, epidemics or other health risks.

She/he develops food, hygiene and safety policies and is responsible for their implementation by all members of staff;

She/he plays a preventive and informational role with regard to the teams, parents, and children;

She/he supervises the daily balanced diet of the children and works closely with the meal and snack provider;

She/he manages the housekeepers and the maintenance technician.

She/he is responsible for monitoring and supporting trainees and ensuring they have a point of contact.

*If the Management Team and/or the Head of Health and Hygiene is absent, continuity of management is provided by an Early Years Educator or Nursery Nurse.*

*If this is not possible due to staffing issues, the Management Team will delegate this responsibility to a qualified professional with at least one year's experience within the establishment.*

*The Manager and the Depute are responsible for the smooth running of the facility. They lead and manage a multidisciplinary team, oversee the wellbeing and safety of the children, and welcome and provide information to parents. They have periodic contact with the children in their role that encompasses both education and healthcare.*

### 1.2.3. Early Years Educators

Early Years Educators are professionals who are qualified in the care of children between 0 and 6 years old. They supervise the unhampered development of each child, responding in the most appropriate way to their individual needs. They are the main point of contact for the group and are responsible for ensuring that it runs smoothly. They are also responsible for the children's physical and emotional security and the implementation of projects. They provide a wide range of targeted activities that respect the rate of development of each child. They liaise between the team and Management.

### 1.2.4. Nursery Nurses

Nursery Nurses are professionals who are qualified in the care and early learning of young children. They support the child's development, most particularly with regard to hygiene, eating, sleeping, health and early learning.

They work together with the Head of Health. They assume the responsibilities of the Head of Health when he/she is absent.

### 1.2.5. Nursery Assistants

Nursery Assistants hold a qualification defined by the decree of 3 December 2018, updating the decree of 26 December, 2000. They are responsible for the welcome, care, hygiene and support of children throughout their day, helping them to socialise, suggesting activities, and supporting their journey to independence.



#### 1.2.6. Housekeeper

She/he organises mealtimes and snack times, oversees the weekly delivery of food and participates in cooking activities. He/she also oversees the hygiene and cleanliness of the establishment in line with current procedures.

#### 1.2.7. Maintenance Technician

She/he helps to make the children feel welcome and ensures the daily maintenance of the premises and equipment. He/she respects the hygiene rules defined in the procedures.

These tasks may be assigned to an external provider.

#### 1.2.8. Secretary

She/he participates in the administrative management of the Nursery and revenue collection.

Before starting their employment, each member of staff must provide a Criminal Record Disclosure No. 3 that is less than 3 months old.

Each voluntary or paid helper who has direct contact with the children, must sign an agreement with the Saint-Louis Agglomeration beforehand, provide proof of civil liability insurance, a Criminal Record Disclosure No. 3 as recommended by the decree and also have all their mandatory vaccinations up-to-date.



## 2. OVERVIEW OF THE FACILITY

LES LOUSTICS Day Nursery is situated in Ranspach-Le-Bas. It provides a community environment and welcomes children from 10 weeks up to their 5th birthday. Its operation complies with the French Public Health Codes and the directives of the PMI (Mother and Child Protection). Its purpose is to meet families' childcare needs as closely as possible.

Its primary function is to be a place where children live, grow, socialise, discover and learn to become more independent.

It is also a friendly place where the parents who use the facility can meet and interact.

It can accommodate 30 children, or up to 35 children at one time, as long as the total average over the week does not exceed 30. It is also equipped to cater for children with disabilities.

The staff – child ratios are:

- 1 teacher to every 5 children who have not yet learned to walk
- 1 teacher to every 8 children who have learned to walk

They are respected at every moment of the day.

The children are divided into 3 groups throughout the day, defined by the age and development of the child:

- The "FARFADETS" for children from 2½ months to 24 months. This group is located on the 1st floor.
- The "ELFES" for children from 10 months to 32 months. This group is located on the ground floor.
- The "TROLLS" for children from 24 months to 4 years. This group is located on the ground floor.

### 2.1. OPENING HOURS

The facility is open 10½ hours per day, from Monday to Friday between 7:30am and 6:00pm, excluding public holidays.

It is closed about 4 weeks per year (between Christmas and New Year plus 3 weeks in summer) and potentially some additional days between public holidays and the weekend.

A calendar of planned closures is published each year.

The facility is closed on French public holidays: 1st January, Good Friday, Easter Monday, Whit Monday, 1st May, 8th May, Ascension Day, 14th July, 15th August, 1st November, 11th November, 25th and 26th December (the provisional calendar of closures is posted on the noticeboard).

One-off staff training days may be added to these dates. These will be posted beforehand in the foyer of the facility and/or information notes will be given to each parent.

Families must:

☐ Respect the drop off and pick up times agreed with the Management Team at enrolment to ensure a smooth handover for the child and also avoid disruption to the organisation of staff duties.

☐ Respect the closing time of the facility

However, if the child is still present when the facility closes, staff will try to contact their parents or any other person with prior authorisation to collect the child.

Each family must include in their file: the name, address and telephone number of at least 2 adults who are able to take care of their child.

One hour's grace will be granted, after which the staff will be obliged to contact the police station, who will take charge of the child.

## 2.2. ATTENDANCE AND OPERATION

### Regular Attendance:

Attendance is regular and planned. A contract must be drawn up with the parents, according to their requirements, for any duration, and submitted within the timeframe communicated by Management. In case of late submission, the place may be given to another child.

Places are reserved for the academic year but in order to meet the needs of families, the contract is defined quarterly.

### Occasional Attendance:

Attendance is not renewed in advance in a planned way. This type of attendance does not necessarily require a contract. It is dependent on available spaces.

### Emergency Attendance:

Emergency attendance is not expected or planned and is only for exceptional and unforeseeable circumstances.

### Attendance of a child with a disability:

A child with a disability may attend the facility on a regular or occasional basis. The child will receive a PAI (Projet d'Accueil Individualisé [Personal Welcome Plan: see Page 13]).

### Attendance of a child with allergies or other health issues:

A child with allergies or other health issues may attend the facility on a regular or occasional basis. The child will receive a PAI (Personal Welcome Plan). In the case of a medically confirmed allergy, parents will have to provide meals for their child in line with the current Nursery policy. The reintroduction of a food allergy can only be done under medical prescription after it has been reintroduced at home.

### Children living in poverty and/or from households on a social inclusion or employment pathway:

Attendance is planned. The lowest rate on the CAF scale will apply and their contribution will be adjusted depending on the number of children in the family.

The facility welcomes children from all social backgrounds and does not discriminate.

## 2.3. PARENTAL PARTICIPATION

Parents' participation in nursery life aims to improve the quality of the child's experience, enabling smooth transitions, and allow parents to continue to exercise their parental responsibilities. The arrival and departure of the child are important transition times in his/her day and special moments of dialogue between the parents and the people who have care of the child.

### The role of parents is also recognised in:

- ☐ An individual meeting with the Director during final registration in order to ask questions relating to the reception of their child(ren)
- ☐ The opportunity to meet with the Management Team and/or Head of Health and Hygiene whenever parents feels it is necessary;
- ☐ The opportunity to telephone the Nursery and find a sympathetic ear, if they have any problems or concerns about their child;
- ☐ Participation in activities organised for specific dates (Christmas, Carnival, etc.) or social occasions (parent breakfasts and snacks, fair, etc.) or any other parent-child workshop led by professionals or an external speaker;



- ❑ Accompanying children on outings, subject to signing an agreement beforehand and providing their Criminal Record Disclosure No. 3;
- ❑ Making any suggestions, within the scope of the Nursery strategic plan, in partnership with the team;
- ❑ Participation in regular meetings between parents and professionals so that important subjects (sleeping, eating, etc.) can be discussed in partnership with similar organisations and/or provided by external professionals (RSAI, speech therapist, psychologists, etc.).

## 2.4. ECO-CRECHE CHARTER

The Saint Louis Agglomeration has committed to an environmental and energy transition policy through the *Territoire Engagé Transition Écologique* (European Energy Award) certification scheme.

As part of this process, an Eco-Creche Charter came into effect in September 2021, formalising the environmentally responsible commitments of the 4 nurseries managed by the SLA.

It is shared with families who use the service as well as all of the Saint Louis Agglomeration's institutional partners (PMI [Mother and Child Protection], CAF [Family Benefits Fund], MSA [Rural Social Security Fund], etc.).

### 3. ENROLMENT PROCESS

#### 3.1. PRE-ENROLMENT FILE

Parents who wish their child to attend the facility, **pre-enrol** by filling in the relevant form, which can be downloaded from the Saint Louis Agglomeration website. Each pre-enrolled child will be added to a waiting list.

#### 3.2. ALLOCATION OF PLACES

Places are allocated based on the following criteria:

☐ Priority is given to families who are resident in the former "Combined Communes de la Porte du Sundgau", then former "Combined Communes du Pays de Sierentz" and "Combined District Council des Trois Frontières".

☐ Availability of a place in the group corresponding to the child's age, at the requested times.

If there is no available place, children are added to a waiting list in date order of the requests.

A child with a disability will be granted a place after consultation with the team and potentially the Nursery's Health and Inclusivity Doctor.

#### 3.3. CONFIRMATION OF ENROLMENT

Once an allocated place is confirmed, parents will receive an agreement form to sign and return. If any significant changes are made, the child's place will not be guaranteed.

Several documents must be provided at enrolment. The family and child records are confidential. Everyone in Nursery team is subject to professional confidentiality. Only the Management Team and the Head of Health will have full knowledge of the contents of the enrolment file.

On the first day of induction, the file must be returned and complete.

##### The enrolment file

Includes:

☐ The enrolment form, duly completed, including:

- Last name, first name, address and phone numbers (mobile, work and home) of the parents.
- Last name, first name and phone numbers of third parties, family members or close adult friends, authorised to collect the child in exceptional circumstances (in case of emergency or if the child has not been collected when the Nursery is closing).
- Full contact details of the child's doctor.

☐ A copy of the family record book (including all family members).

☐ Proof of civil liability insurance, showing the name of the child, which must be provided at each renewal.

☐ The Family Benefit No. from the CAF (Family Benefits Fund) or MSA (Mutualité Sociale Agricole [Rural Social Security Fund]) (as applicable). .....

☐ A copy of a full tax declaration or sworn statement of income (if income is greater than the ceiling set by the CAF).



☐ Copy of the ruling on the right of custody (*in the case of separation or divorce*).

☐ Doctor's Certificate confirming the child's ability to attend the Nursery, completed by the Nursery's Health and Inclusivity Doctor in French, stating clearly and legibly that the child is able to:

- participate in community life
- have barrier cream applied against nappy rash

and confirming that mandatory vaccinations are up-to-date (see Decree No. 2018-42 of 25.01.2018 relating to mandatory vaccinations). Each year, this certificate must be updated in September and may be provided by the child's doctor or paediatrician.

Furthermore, the health booklet must be shown at the various entry and monitoring medical checks carried out by the Nursery's Health and Inclusivity Doctor.

☐ A medical prescription written in French, valid for 1 year, stating clearly and legibly which antipyretic medication (such as paracetamol) is to be administered in case of pain or fever, specifying:

- last name, first name of the child,
- his/her weight and date of birth or age,
- name of the medication and frequency,
- dose and duration of treatment.

The prescription must be dated and signed by the prescribing doctor.

In case of chronic illness, food allergy or disability compatible with community life, a PAI (Personal Welcome Plan) will be created in consultation with the parents, the child's doctor, the Management Team and the Nursery's Health and Inclusivity Doctor.

☐ The provisional attendance plan for regular attendance children for the year and the calendar dates for the quarter (corresponding to the arrival time of the child).

☐ Child's routine (only document to be brought along on the first day of induction).

All these documents should be returned to the Nursery as quickly as possible.

Any file which is incomplete when the child starts may result in the cancellation of his/her place.

Once the file is complete, the Management Team will issue the following documents to check, sign and return:

☐ The contract

☐ The authorisation form (*acceptance of the processes and procedures outlined in the Operational Handbook, adults permitted to collect the child, outings, photos/videos, medicine, interventions/emergency medical treatment, transport, FILOUE statistics [localised and anonymised data about children who use Early Years services], etc.*).

Parents are required to notify the Nursery of any changes to their situation (house move, change of employer, loss of employment, etc.).

Every January, families of children at the Nursery will be asked for their childcare requirements for the following "academic" year. If these requirements include changes to current times (extra days, different days, etc.), their request will be considered depending on availability. In response to their request, they will be sent a commitment form, stating the place they have been offered, which they should return to the Nursery as quickly as possible.

The following documents in the enrolment file are to be renewed annually:

- ☐ Proof of Insurance,
- ☐ Medical prescription,
- ☐ Other Authorisations.

## Contract

The child's admission is subject to a contract signed by both parents and a member of the Management Team. It confirms the times of childcare. It includes the last name and first name of the child, the type of attendance, the days and times of attendance, the signature date of the contract, the amount payable by the family, etc.

One copy is given to the parents, another copy is kept in the child's file. Contracts are valid for a quarter (three months), to allow parents to plan their annual leave.

Parents are required to provide dates within the lead times given, or they may be refused a place the following term.

The contract is signed on a quarterly basis. Invoices are issued monthly in arrears and include the planned number of hours for the month plus any additional hours that were required.

### 3.4. ADMISSION AND CHILD'S DAY

Enrolment in the Nursery is often, for the parents and their child, their first experience of mutual separation. It is an important point in their life.

It is therefore essential to put in place a phased start, tailored to the needs of the child. It is implemented over several stages, so that everything is done to ensure the family does not feel this milestone is a negative experience.

First visit: when enrolment is confirmed, parents are invited to visit the facility with their child and meet the staff. At the same time, they set the dates for a phased start.

Phased Start: The educational team proposes a phased start to ensure the child's separation from their parents is as smooth as possible. This also helps the child to get used to the facility. The start is unique to every child and their family. Familiarisation happens over several visits and always takes account of the individual child's needs. This phased start happens over several visits. Parents may be present during the first visits. The first familiarisation visit is free of charge.

Note: For all children, entry is only confirmed with the agreement of the Nursery's Health and Inclusivity Doctor.

The child's day:

Drop-off:

Each parent must sign their child in, on arrival at the Nursery, on the touch screen situated in the entrance hall. As the computer equipment is fragile, parents are asked to **not let their child use the touch screen.**

The person who drops the child off must accompany them to the room corresponding to their age group, remove the child's outdoor clothes (jacket, hat, etc.), help them to put on their slippers and hand them over to a member of staff.

Parents notify staff of any useful information for the child's day ahead (appetite, state of health, any medicine taken, new things, etc.).

Children must arrive dressed, clean (night nappy changed) and having had their breakfast.

**Parents are requested to respect the times in the contract.  
If late, it will be more difficult for members of staff to be available:  
group time, activities, meals, etc.**



### Pick-up:

On the child's departure, staff tell parents about the child's day or half-day. Parents collect the child's things (comfort toy, soother, feeding bottle, dirty clothes, etc.). Staff hand the child over to the parents or to a responsible adult, who is duly named in the authorisation that was signed previously, and with a form of identification. The team will consult official documents (court order) before handing the child over to a parent or third party.

No permission for an unauthorised third party will be accepted over the phone, even in exceptional circumstances.

Parents are asked to pay particular attention to other children (siblings) that they bring to the Nursery, to avoid disruption and to ensure the safety of others on the premises.

Children can spend a maximum of 10½ hours (7:30am to 6:00pm) at the facility. As soon as they arrive to pick up their child, each parent will ensure that they check out their child using the touchscreen.

The Nursery closes at 6:00pm. Parents should therefore arrive a short time before closure so that they can have a conversation with staff.

🕒 For every minute the child is present over and above contracted hours,  
30 minutes will be added to their invoice  
at the hourly rate defined in the contract.

Anyone who is not employed by the facility, should wear shoe covers inside the premises. These are available in the entry hall.

### Clothes and accessories for each child:

#### Items provided by the Nursery:

- ☐ Nappies,
- ☐ Nappy rash cream,
- ☐ Saline solution,
- ☐ Liniment.

Parents who do not wish to make use of the nappies provided by the facility may provide their own, after informing the Management.

Reusable nappies may be permitted with the agreement of the Management Team. Nappy buckets must be maintained as hygienically as possible. Families must provide a sufficient quantity of nappies and accessories, otherwise staff will resort to using disposable nappies provided by the facility. The Nursery will provide storage for nappy buckets on a daily basis. These must be collected by the families at the end of each day.

#### Items to be provided by parents:

- ☐ A bag with the child's name
- ☐ Sufficient changes of clothing labelled with the child's name. The facility will not be responsible for the loss or exchange of clothes between children.
- ☐ Maximum 3 comfort items: 2 soothers which remain at the Nursery (optional) + 1 comfort toy
- ☐ A pair of slippers that the child can put on themselves (zip or Velcro)
- ☐ A cap or sun hat (seasonal)
- ☐ Clothes that are suitable for going out in the garden, both in summer and in winter.

Once a year, parents will be asked for:

- ☐ Swimwear or waterproof nappies for water games (in summer)
- ☐ A box of tissues
- ☐ A box of saline solution
- ☐ Feeding bottles (one large and one small) if required, guaranteed without bisphenol A for babies.

All the child's belongings, including soothers and comfort toys, must be labelled with their name.

Management will not accept any responsibility for the loss of unlabelled items.

Jewellery:

For their own safety, as well as the safety of others, children must not wear any jewellery (necklace, earring, badges, bracelets, etc.) or make-up or nail varnish. The facility will not accept responsibility for loss, theft or accident. The Education Team and the Management Team reserve the right to refuse entry to the child.

Hair accessories:

Hair accessories (hair ties, clips, slides) are not allowed in the Farfadets group.

Personal games and toys:

The facility's educational material is appropriate for the age of the children and undergoes a number of checks. Children are therefore not allowed to bring their own games and toys to the Nursery. If necessary, staff will be obliged to return any item to the cloakroom. Management will not accept any responsibility for loss, damage, theft or accident.

Food:

No food will be introduced for the first time by the Nursery.

Meals include morning snack, lunch and afternoon snack.

These are provided by the Nursery and are appropriate to the age of the child and their diet. In case of allergies identified in a PAI, parents are required to provide a packed lunch, in compliance with the facility's hygiene procedures.

Food will be provided according to the instructions received from parents or the child's doctor. It is the responsibility of parents to notify the education team of any allergies or food intolerance sanctioned by a medical certificate.

Specific diets will not be catered for (e.g. no eggs, lactose-free, etc.)

No food made at home by the parents can be given to the children (except in the case of proven allergies or intolerance supported by a PAI).

**FARFADETS**

A varied selection of small jars are available. Each morning, parents are invited to choose their child's food and inform the team of any changes regarding:

- the introduction of different foods
- quantities of milk in bottles.

As soon as a child is weaned and proteins are introduced at home, children may be given meals from the catering service (blended).



#### Breast milk:

Breast milk is subject to specific hygiene standards, which are to be agreed with the Head of Health and Hygiene.

Families may bring in breast milk, in compliance with the facility's hygiene procedures, and must include name, date the milk was expressed and whether or not it has been frozen.

Unused milk will be returned to parents the same day.

A quiet area is available for breast-feeding.

#### Baby milk:

❑ Daily milk powder dispensers must be brought in an airtight container with the name of the child, quantity and name of the milk. Parents are responsible for the amount of milk put in the dispensers.

❑ Containers of powder milk must arrive sealed and will be kept up to 3 weeks or 1 month (following the manufacturer's recommendations) after the date of opening and stored in the facility's bottle store.

❑ Cartons are return to parents 24 hours after opening.

#### *Mealtimes for FARFADETS*

All feeding will be on demand, depending on the routine defined by parents, nap times, and the needs of the child.

The transition from baby jars to catered meals (blended or cut up) will be made in consultation between the team, the Head of Health and Hygiene and the parents, taking account of the child's development.

#### *Mealtimes for ELFES AND TROLLS*

❑ Morning snack: 09:15

❑ Lunch: 11:15 to 12:15

❑ Afternoon snack: on waking from nap (15:30 – 16:00)

Parents can view the menus for the week, which are posted in the entrance hall. To help with organisation and to avoid waste, any one-off orders or cancellations for meals and/or snacks must be notified as soon as possible and no later than 08:00 the same morning.

The education teams request that children are  
not dropped off or picked up during mealtimes  
so that staff can be fully available and responsive to the children.

### 3.5. HEALTHCARE AND ILLNESS

#### The Health and Inclusivity Doctor:

The doctor oversees the implementation of preventive, general hygiene measures and the measures to be taken in case of contagious diseases or epidemics, or other situations which may present a health risk. He co-ordinates any contact with emergency medical assistance. For all children who are regular attendees, the Health and Inclusivity Doctor sanctions the child's admission, after a medical check. In addition, the Health and Inclusivity Doctor carries out preventive checks on the children, monitors their development and settling in at the facility, in conjunction with the family doctor.

1. Inform, raise awareness and advise the facility's Management Team on matters relating to children's health, and inclusivity for children with disabilities;
2. Present and explain policies to professionals who are responsible for looking after the children;
3. Contribute to the establishment of the protocols annexed to the operating regulations as well as all the protocols of the establishment in conjunction with the health and hygiene manager and ensure that they are properly understood by the team;
4. Support the implementation of measures that are necessary for good integration;
5. Ensure the implementation of all necessary measures to ensure the inclusivity of children with a disability;
6. For children whose state of health requires it, help and support the facility or the department's team in understanding and implementing the PAI (Personal Welcome Plan);
7. Ensure professionals receive health training and health promotion;
8. Assist in identifying children at risk, within the framework of the *departemental* measures for processing information that gives cause for concern;
9. Carry out medical checks on children, when deemed necessary, with the prior agreement of those with parental responsibility or when the Management so requests, to examine the child in order to consider, if necessary, a medical attention;
10. Deliver medical certificates to certify children's absence, or any reason why they should not be accepted into the group setting following the initial medical check and/or delegate this task to the child's doctor.

The name of the Nursery's Health and Inclusivity Doctor is posted at the entrance.

*"In pre-schools, schools and childcare facilities, in the event of incomplete immunisation, the child is provisionally admitted. Keeping the child in the school or childcare facility is secondary to getting the missed immunisations within three months of provisional acceptance."*

Reference: Decree No. 2018-42 of 25 January 2018 relating to French mandatory vaccinations

#### Mandatory vaccines:

- ☐ DT Polio (diphtheria, tetanus, polio)
- ☐ MMR (measles, mumps, rubella)
- ☐ Hepatitis B
- ☐ Pertussis (whooping cough)
- ☐ Haemophilus influenza type B (Hib)
- ☐ Meningococcal C
- ☐ Pneumococcal.

#### Recommended vaccines:

- ☐ BCG

Decree No. 2007-1111 of 17 July 2007 discontinues mandatory vaccination for entry into a childcare facility. It remains however recommended for certain children, at the discretion of the child's doctor.

- ☐ Gastroenteritis

The "High Health Authority" recommends vaccination against rotavirus for all infants aged 6 weeks to 6 months.

☐ Meningococcus B:

Since April 2022, the recommendation to vaccinate all infants against invasive meningococcal type B infections, from 2 months and before the age of 2 years, has been included in the vaccination schedule.

☐ Bronchiolitis (RSV infection)

Medical visit:

With the approval of the facility's Management Team, the child may have a medical check-up (weight, measurement, clinical examination, up-to-date vaccinations, observation of positive overall development) carried out by the Nursery's Health and Inclusivity Doctor at the time of their admission. The parents' presence is requested and the health record must be made available to the facility on that day.

All children will be obligatorily seen by the Health and Inclusivity Doctor.

Illnesses:

The Health and Inclusivity Doctor or the team will admit a child who is slightly ill but reserve the right to refuse an ill child or to keep a child who is becoming ill.

Absence from the community is mandatory for certain pathologies and this for the well-being of the child. These recommended eviction deadlines are as follows:

Strep throat	up to 2 days after the start of treatment with antibiotics
pertussis (whooping cough)	for 5 days after the start of treatment with antibiotics
hepatitis A	for 10 days after the start of jaundice
impetigo	No eviction if the lesions are protected. If the lesions are too extensive, for 72 hours after the start of antibiotic therapy.
invasive meningococcal disease	until clinically cured
mumps	9 days after onset of parotitis (swelling of the salivary glands)
measles	for 5 days from the rash appearing
scarlet fever	up to 2 days after the start of treatment with antibiotics
tuberculosis	until a medical certificate is obtained attesting that the subject is no longer contagious (negative culture results)
Gastroenteritis Escherichia Coli entéro hémorragique	Return after presentation of a medical certificate attesting to 2 negative coprocultures at least 24 hours apart
Gastroenteritis Shigella connei	Return after presentation of a medical certificate attesting to 2 negative coprocultures at least 24 hours apart
Temperature >38.5° C	The child will be given the prescribed dose of medication to bring down their fever and the team will inform the parents by telephone. If, after one hour, the temperature remains at 38.5°C or above, <u>the child must be collected within the hour.</u> For the child whose temperature is equal to or greater than 40° or if his general condition shows signs of deterioration (drowsiness, irritability), the parents or any other authorized person are required to look for him <b>as soon as possible.</b>



The Management or the educational team reserve the right to refuse the admission of a child or to send him/her back to his home if his/her state of health is degraded and is not/no longer compatible with a group setting.

Visiting the community in the acute phase of the infectious disease is not desirable.

In case of persistent fever for more than 48 hours, a visit to your doctor is strongly recommended.

We ask that you notify the crèche teams if you or your child have one of these pathologies to inform the pregnant women who frequent the center (users or staff):

- Epidemic erythema (5th disease)
- Rubella

Mildly ill children may only be admitted if their health issue is not harmful to others.

The medical care of the child is the responsibility of the parents and is ensured by the child's doctor. The Nursery's Health and Inclusivity Doctor, contracted by the facility, provides preventive medical care, but may be called upon to examine a child at the request of Management.

All medical information (collapse, grommets, temperature, etc.) should be shared with the facility so that it may be managed and supervision may be adapted to the needs of the child.

The Management Team must be informed as soon as possible of any illness or infection affecting those close to the child (siblings, friends, etc.)

In the case of an epidemic (more than 3 cases identified in 8 days), a notice will be posted on the entrance door to inform parents.

Parents are asked to consult their doctor if the child develops any symptoms.

NOTE: In emergency situations (collapse, convulsions, dehydration, loss of consciousness, etc.), the child's welfare is the team's priority.

A member of the Management Team and/or the Head of Health and Hygiene evaluate the situation and the child's general state of health and decide whether to call the Nursery's Health and Inclusivity Doctor, the child's doctor, emergency services or any other emergency medical intervention, with the prior consent of the parents (see medical authorisations). Any costs incurred will be payable by the parents.

#### Taking medicine:

Medication can only be administered on an exceptional basis, upon presentation of an authorisation signed by the parents and a medical prescription written in French, clearly and legibly stating:

- The child's last name and first name
- Their weight and date of birth or age
- Name of the medication and frequency,
- Dose and duration of treatment.

The prescription must be dated and signed by the prescribing doctor.

For hygiene and safety reasons, oral suspensions, oral reconstitutable medications, syrups and drops, etc. must arrive at the Nursery sealed and unused.

Please ask your doctor for a second bottle for the Nursery.

The following information must be clearly legible on the medicine bottle or box:

- The amount to be taken
- The time it is to be taken
- The last name and first name of the child



#### Generic Medicines

If your pharmacist chooses to dispense a generic medicine, they must note the name of the generic medicine on the prescription and validate it with the pharmacy's stamp.

It is preferable that medicines are given at home, in the morning and in the evening.

**No medicine or other remedy (homeopathic, cream, gel, etc.) will be administered without a valid prescription, even if they are non-prescription medicines.**

It is the responsibility of parents to inform the team of the doses that have been given on arrival at the Nursery, as well as the time they were administered, in order to avoid any overdoses.

Medicine should be handed directly to the member of staff at the door on arrival.

**IMPORTANT!! DANGER: Do not leave any medication in your child's bag in the cloakroom!**

#### Fever:

If a child develops a fever during the day ( $>38.5^{\circ}\text{C}$ ), they will be given antipyretic medicine (orally or rectally as prescribed by the child's doctor) and the child's temperature will be monitored.

Parents will automatically be informed and so must be able to be contacted at all times. The child's temperature will be taken again one hour later.

A temperature check will be carried out one hour after it is first taken.

If the temperature does not drop below  $38^{\circ}\text{C}$  or if the child's general condition deteriorates (drowsiness, irritability, etc.), the parents will be called again to arrange pick up of their child within 60 minutes after this second call.

If the temperature has dropped, the parents will be informed in the evening, when the child leaves.

If the team cannot contact the parents, they will try to contact a person authorised by them at enrolment, so that they can come and collect the child.

Concerning children whose temperature is equal to or greater than  $40^{\circ}$ , the parents or other authorized person are required to pick them up as soon as possible.

#### Sickness and Diarrhoea:

If a child passes 3 liquid stools or vomits while they are at Nursery, parents will be asked to collect their child immediately.

Parents or the authorised person are requested to consult their doctor as soon as possible.



#### 4. PRICES AND CONTRACT

##### Pricing principle:

Invoicing is based on an hourly rate.

½ hour started = ½ hour invoiced  
∅ Each half-hour started will be invoiced.

Prices are calculated using the CNAF (Caisse Nationale d'Allocations Familiales [National Family Benefits Fund]) scale.

Families contribute a percentage of the facility's resources, which is adjusted for the number of children in the family. This scale is reviewed annually.

The hourly rate of family contribution invoiced by a school or childcare establishment

Number of children	From 1st January 2022
1 child	0.0619%
2 children	0.0516%
3 children	0.0413%
4 children	0.0310%
5 children	0.0310%
6 children	0.0310%
7 children	0.0310%
8 children	0.0206%
9 children	0.0206%
10 children	0.0206%

If the family cares for a child with a disability which is recognised by the MDPH (Maison Départementale des Personnes Handicapées [District Commission for Persons with a Disability]) - even if it is not this child who is admitted into the facility - the contribution rate will be one step lower on the scale.

The contribution is statutorily applied within the framework of a lower and higher limit which is revised each year by the CAF (Family Benefits Fund).

The calculation of parental contributions when a child enters the facility is based on the tax declaration.

In the case of shared custody, the price will be calculated based on the rules governing that particular situation, in line with the CAF document which is applicable when the contract is signed.

If a child in foster care under Child Welfare (l'Aide Sociale à l'Enfance) is admitted to the Nursery, the lower limit of resources is used to calculate family contributions.

In accordance with the agreement of 15 January 2018, signed with the Upper Rhine CAF, the facility may access, via the CDAP (Consultation Dossiers Allocataires par les Partenaires [Access to Claimant's Records Service]), a partial consultation of the data issued by the CAF claimant database.

Access to this database enables the facility to obtain the required family contribution data in real time, for claimants who have declared their income to CAF: these families are therefore exempt from having to provide their tax declaration.



According to the provisions of the aforementioned agreement, the facility staff who are appointed and authorised to consult the record are bound by a duty of confidentiality. Parents authorise the facility to retain CDAP documents, as required for auditing purposes.

If the information is not available in CDAP:

All taxable income will be taken into account for the calculation of household income, such as wages and salaries, pensions, land and property income, directors' and partners' pay, farming income, self-employment earnings, allowances, etc.

Before January, the latest tax declaration, or a sworn statement certifying that the household income exceeds the monthly income "ceiling" set by the CAF, must be provided to the Management Team so that it can recalculate the hourly rate invoiced depending on the family's financial situation. If the family fails to provide documents for the calculation of prices, maximum rates will apply.

Each parent also undertakes to notify the facility of any change of circumstances or social security system, whether General or Rural (MSA).

Any additional days not originally planned in the contract, will be invoiced at the hourly rate stipulated in the contract, in increments of 30 minutes.

Regular attendance:

A three-monthly contract will be created for regular attendees, specifying the monthly amount payable, based on the planned number of hours per month plus any additional hours actually required.

This contract is signed by both parents and a member of the Management Team. One copy is given to the parents, another copy is kept in the child's file.

Parents are required to inform the Management Team in writing of any changes to employment status, family situation, address or telephone number.

The revision of flat rate in the case of a change in circumstances, will be made by the Management Team and will be confirmed in a signed amendment. The modification of the hourly rate package can only come into effect on the 1<sup>st</sup> of each month and are dependent on available places.

Occasional attendance:

Attendance will be invoiced by the hour, taking account of hours reserved and any additional hours used.

Emergency attendance:

In case of emergency attendance, if the financial resources of the family are unknown, the minimum price applies.

Attendance of children living in poverty and/or from households on a social inclusion or employment pathway:

Attendance is planned. The lowest rate on the CAF scale will apply and their contribution will be adjusted depending on the number of children in the family.

The facility welcomes children from all social backgrounds and does not discriminate.

## 5. ABSENCE

In case of absence, the following rules apply:

- For a regular attendee, the only deductions that apply from the first day of absence are:
  - ☐ Sent home from the Nursery by the Nursery's Health and Inclusivity Doctor
  - ☐ Hospitalisation of the child on presentation of proof of hospitalisation
  - ☐ Closure of the Nursery.
- A deduction from the second day of absence is granted in case of illness lasting more than two days upon presentation of a medical certificate to be transferred to the Management within 48 hours: the waiting period includes the first calendar day of absence.

## 6. TERMS OF PAYMENT AND INVOICING

Invoices are created in arrears and are payable upon receipt or before the 15th of the following month by:

- ☐ Cash (by prior arrangement)
- ☐ Cheque made payable to "*régie recettes Service Enfance LOUSTICS*"
- ☐ Bank transfer
- ☐ Debit or credit card online via the "*Espace Famille*" (Family Account) on the INOE system.

Families are encouraged to use electronic methods of payment (debit/credit card or bank transfer).

Invoices are issued online. Passwords are issued by the Management and are unique to each family.

After the 15th of the following month: no cash payment will be accepted and the "*Espace Famille*" (Family Account) will be locked.

Any late payment will be pursued by the National Treasury.

Repeated late payments will result in the child being excluded from the facility.

Therefore, families are strongly encouraged to respect the given terms of payment.

Families in financial difficulty are invited to contact a member of the Management Team to find a suitable solution that takes account of their circumstances.

## 7. DEPARTURE, EXCLUSIONS AND CHANGES

### 7.1. PARENTAL RESPONSIBILITIES

#### Parents' presence:

Although the child is under the responsibility of the facility from the moment that they are handed over to staff, parents are requested to supervise their child upon their arrival and as long as they are on the premises, particularly when accompanied by siblings.

#### Damage to Equipment:

Parents may be held responsible for any damages to the equipment provided. The Saint-Louis Agglomeration will issue an invoice for the cost of repairing or replacing equipment, to be paid by the parents or their civil responsibility insurance.

## 7.2. EXCLUSIONS

A child may be excluded by the President of the Saint-Louis Agglomeration in the following circumstances:

- ☐ Violation of the processes and procedures laid out in the Operational Handbook
- ☐ Repeatedly collecting a child after the facility closing time
- ☐ Repeated late payment of invoices
- ☐ Refusal to pay invoices
- ☐ False declaration to entitle the family to pay a lower contribution
- ☐ Unexplained absence of the child for longer than 8 days
- ☐ Verbally abusive or violent behaviour towards a member of staff

## 7.3. CHANGE OF CIRCUMSTANCES

The Management Team must be informed of any change of circumstances: employer, salary, address and telephone number, family circumstances, divorce, bereavement or anything affecting the child (routine, illness, vaccines, disruptions, sleeping, eating, etc.).

## 7.4. DEPARTURE AND MODIFICATIONS

*To terminate or request changes to a contract, parents must notify the Management Team in writing, giving a notice period of one month.*

*This notice period will begin on the 1st of the month following receipt of the letter.*

Any changes to the contract (additional hours or days) can only be made if there is availability within the facility.

In case of departure, fees remain payable during the entire notice period even if the child is removed from the Nursery earlier.

## 7.5. PROTECTION OF PERSONAL DATA

Personal data collected via the various forms is subject to electronic processing by the President of the Saint-Louis Agglomeration for the purpose of carrying out the administrative and financial management of the Early Years Service. Personal data is retained for 5 years after the departure of the child and is shared with the managers of the Early Years facility.

In accordance with the French Data Protection Act of 6 January 1978 amended, and the European General Data Protection Regulation (EU) 2016/679 (GDPR), parents or legal representatives have the right of access to their personal data, as well as the right to rectify it and oppose its processing, by contacting the Data Protection Officer of the Saint-Louis Agglomeration at [dpo@agglo-saint-louis.fr](mailto:dpo@agglo-saint-louis.fr).



SAINT LOUIS, 21 June 2023

Jean-Marc DEICHTAMNN  
President